

FACT SHEET 10 - PSC COMPLAINT PROCESS

1. The Public Service Commission (PSC) regulates utilities and the services they provide and is the licensing agency for energy suppliers.
2. A utility customer can use the PSC complaint process for unresolved disputes with utilities and energy suppliers:
 - Unauthorized enrollment, deceptive marketing, and contract disputes with energy suppliers –
 - **See OPC Fact Sheets: Consumer Information about Retail Energy Suppliers**
 - Billing disputes;
 - Service denials and terminations;
 - Service quality.
3. The customer should take the following steps:
 - Contact the utility (or supplier) to try to work out dispute:
 - Customer Service representative; and if not satisfied;
 - Supervisor.
 - If problem not resolved, customer can file a complaint with the Public Service Commission's Consumer Assistance Division (CAD):
4. Complaint options:
 - File a complaint online at www.psc.state.md.us. If you have documents, mail or fax them
 - Download a PSC complaint form at www.psc.state.md.us and mail it with your documents
 - If you do not have a computer or access to one, call CAD at 410-767-028 or 1-800-492-0474 and ask them to mail you a complaint form. Inform the CAD representative if you have a shut-off notice or are off-service, and ask them to take a complaint by phone. A form will be mailed to you to fill out and return.
5. The customer is entitled to a written decision or complaint
6. The customer has a right to appeal the decision by CAD
7. A utility cannot terminate service for a bill amount in dispute
 - The customer is responsible for the undisputed portion of bill